



[REDACTED]

Date
26 September 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2024/00168

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 21 January, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

“Please provide a digest of all of the descriptions of known and suspected issues with the Horizon software. Issues that have subsequently been resolved are within the scope of this request. I would ask that the digest is prepared based on reasonable and proportionate searches of the records that Post Office Limited holds and that this is done in a way that does not exceed the FOI cost limit.

The right to request a digest is contained in section 11(c) of the Freedom of Information Act 2000.”

We note your request specifically asks that we respond “in a way which doesn’t exceed the FOI limit”. After initially searching for all information within scope of your request, it became clear very quickly that we would be unable to locate the information from January 2018 to September 2020 within the cost limits outlined under section 12 of the FOIA. This is because Post Office used a third-party service provider to manage the known and suspected issues of the Horizon IT system.

We have therefore carried out reasonable and proportionate searches as requested in your email and after conducting these, we can confirm that Post Office does hold some of the information you have requested.

The known and suspected issues with the Horizon IT system from 1999 to January 2018 is already in the public domain. The bugs, errors and defects were summarised as part of the High Court Group Litigation, and this can be found in Appendix 2 of the Horizon Issues Judgment at the following link:

<https://www.judiciary.uk/wp-content/uploads/2022/07/bates-v-post-office-appendix-2-1.pdf>

Further to this, these bugs, errors and defects were discussed in detail at the Post Office Horizon IT (“**POHIT**”) Inquiry, during Mark Burley’s Phase 3 evidence hearing on 22 February 2023. You can locate the transcript of the evidence at the following link, and in the PDF document, the information starts on page 210 of the transcript (or page 53 of the document).

<https://www.postofficehorizoninquiry.org.uk/hearings/phase-3-22-february-2023>

Further information on the symptoms of these bugs, errors or defects has been referenced in the Inquiry’s hearing, for example, during Paul Patterson’s Phase 4 hearing on 19 January 2024. You can find this at the following link:

<https://www.postofficehorizoninquiry.org.uk/hearings/phase-4-19-january-2024>

As this information is reasonably accessible to you by other means, Section 21 of the FOIA exempts Post Office from providing a copy of some of the requested information.

A copy of the summary of the Horizon IT problems between September 2020 and the date of your information request (21 January 2024), has been provided in an annex at the end of this letter. Please note, we have included the dates of the issues and a summary to explain each problem.

Some information has been exempted as Post Office has determined that this information should be withheld under sections 40(2) and 40(3) of the FOIA, as the information constitutes personal data relating to other persons. These sections

exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation (GDPR).

We also consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because those involved would not reasonably expect their information to be disclosed in relation to this request for information.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Annex: Horizon Issues Sept 2020 – January 2024

Date of Issue	Description of Issue
09/01/2024	Following a review of the Evri recovery process, we have identified an opportunity to improve the VAT receipt, for all mails items. This will include all VAT detail currently shown on the non-recovery receipt.
28/12/2023	While attaching a user to a stock unit, an error message may be displayed.
20/11/2023	When scanning a bill payment in Horizon it will enable the fast cheque option in the settlement screen. If the bill payment is removed from the basket but other items remain and fast cheque should not be available, e.g. cash deposit, Horizon will still have fast cheque as an option for method of payment and will allow users to settle the basket in this way.
06/10/2023	Drop & Go (D&G) mismatch - The 'total cost' on receipt doesn't match debit from D&G Account. Sending overseas mail with ICDC (International Customs Data Capture) may cause accounts to not update correctly when null/blank weight transaction is present in basket.
03/10/2023	The Auto Transaction Correction file was failing following change in May 23.
18/09/2023	During certain transactions e.g. smart metering and travel money, where one of the transactions in the basket may be a cancel vend/cancellation and there happens to be a power outage in branch, a communication failure or the screen freezes when recovering the transactions, they would be recovered from last to first, e.g. the 'cancel vend' or cancellation transaction would try to recover before the actual transaction it relates to
25/04/2023	Customer charged twice for Western union cancelled transaction

24/04/2023	Branch unable to rollover into another Balancing Period as stock unit is stuck at BP99. Message error displayed until all of the branch rolled over into Trading Period
16/03/2023	Western Union Recovery Loop Error in APADC (coding script) during multi KYC search as part of Receive Money transaction
20/02/2023	International Customs Data Capture (ICDC) - Error when attempting to send parcel
06/02/2023	Recovery may fail if multiple payment transactions are present in a session undergoing recovery. Potential to affect payments, not banking transactions
18/11/2022	If a customer has paid for a MoneyGram transaction by debit card and the branch is required to recover the transaction, this is automatically reversed to cash. The customer's payment card will be debited but the funds will not be added to MoneyGram transaction.
23/08/2022	Payment and Banking transactions are declined when a travel money card transaction fails at the exact same as another transaction is processed
11/07/2022	E-Top-Up issue – When doing a reversal to cancel an item, items can remain selected and get processed
20/06/2022	Contactless payment rejected by bank, customer inserts card into chip & pin at same time clerk logs into 2nd counter, causes basket & recovery to fail
14/06/2022	Transaction Reversed Twice - By Existing Reversals and by Recovery action
13/06/2022	Branch Trading Statement reports showing non-zero Trading Positions after a failed stock unit Balancing Period (BP) rollover attempt from BP99 to BP100 72.30

09/06/2022	Branch [REDACTED] - Declined transaction at counter not reversed with Vocalink
27/05/2022	When processing a reversal for Travel Insurance where the transaction includes a discount code. The customer receipt is correct, showing the discounted rate, but the branch version of the receipt shows the full value of the transaction.
26/04/2022	A message box will appear if the customer uses a different debit card during a transaction reversal.
12/04/2022	Loss of communications during banking transaction, branch have rebooted the counter rather than completing recovery
12/04/2022	Declined Banking/Payment Transactions recording as Quantity of 1
12/04/2022	Pressing the Back Office menu button while recovering payment or banking transactions
12/04/2022	Recovery not invoked following an error 72.20
12/04/2022	Refund failures for debit cards with Co-Op BIN ranges [REDACTED] or [REDACTED] 90.01.03
07/03/2022	A possible issue has been identified if a customer is wanting to pay for a product or service using Apple or Android Pay this method of payment is not compatible if a transaction is unable to accept credit cards.
28/02/2022	NRCC cards not setup as payment cards causing refunds and recovery to settle to cash
27/01/2022	Pre Payment Debit Card - Top up applied to two PAN numbers, but only one card used

02/09/2021	Recovery Scripts within APADC (coding script) have been found to contain errors in scripting that in some cases cause detrimental impact on transactions and branches
20/08/2021	SSK (Self Service Kiosk) - SSK's are experiencing transactional failures - Cash refunded incorrectly
09/08/2021	Glory Machine Proof of concept : Discrepancy (Loss) on Rochford Glory Deposit Machine
23/06/2021	SSK (Self Service Kiosk) Sequence number rejects due to differing number limits by YesPay and HBS (Horizon Business Server)
22/06/2021	Parcelforce Express 24 with discount shows a different price on the receipt than displayed on the counter terminal
17/06/2021	Gift Vouchers - Inactivity logout for End-Of-Session scripts causing transaction to settle and recover creating a duplicate transaction
09/06/2021	SSK (Self Service Kiosk) Part Payment of card and cash cancellations produces a receipt to indicate a refund is paid but cash is not dispensed
28/05/2021	When settle is pressed for a Bureau Pre-Order transaction where the basket nets to zero, the 'Prev' button is displayed 71.20
21/05/2021	Where the short-term power loss is experienced during the confirmation of the Pre Order, but after the settlement of the basket, a customer receipt is not printed, and the transaction is not recorded with First Rate Exchange Services (FRES). Where a longer-term loss of connectivity is experienced at the same point of transaction and Horizon logs the user out, recovery is not

	allowing the confirmation message to be sent to FRES and displays an error leaving the branch no option but to cancel the transaction. Therefore, the transaction is cancelled.
29/04/2021	SSK (Self Service Kiosk) Transactions are being observed reversing on the SSK by the BRT (Branch Reconciliation Team)
15/04/2021	SSK (Self Service Kiosk) Application bug: 1269 error, issue with allowing Credit Card payment type for bill payments
15/04/2021	SSK (self-service kiosk) / HBS (Horizon Business Server) integration problem: Home Shopping return duplicate causing SSK failed basket settlement
15/04/2021	SSK (Self Service Kiosk) Application Bug: communication error condition
24/09/2020	SattarS1225K - Self-service kiosk card transactions are processed but transactions are not updated in HBS (Horizon Business Server)